

# Policy to address bullying, harassment and victimisation

**If you are concerned for your immediate safety – or someone else’s – phone 111.**

This includes threats of violence, actual physical violence or other criminal acts such as sexual violence, including but not limited to indecent assault, rape and sexual violation.

Contact details for ongoing support and assistance are in [Links, resources and support](#) at the end of this policy.

## Introduction

### About the policy

This policy sets out Fire and Emergency New Zealand’s commitment to provide, and the obligation of all personnel to contribute to, a positive and safe workplace where all people are respected, valued and supported.

### Who it applies to

- All employees (permanent, fixed term and casual)
- Volunteers
- Contractors, or people seconded to us from other organisations
- All other persons engaged to provide services to us or on our behalf, including deployments and exchange programmes.

**Note:** In this document, the term ‘personnel’ refers to everyone this policy applies to.

### Where and when it applies

- In all our workplaces (including volunteer stations)
- At all our work events and work sites in New Zealand and abroad (such as off-site training, at an incident ground, promotional/community event and overseas deployment)
- Outside our workplaces when the event, function or other reason for attendance is Fire and Emergency-related
- In any situation outside work where you can be linked to Fire and Emergency and your conduct could:
  - affect how you perform your duties
  - call your employment or brigade membership into question
  - damage the standing or reputation of Fire and Emergency or otherwise impact Fire and Emergency
  - damage the relationship of trust and confidence between you and Fire and Emergency, or you and your brigade.

**Relevant organisational policies and standards**

This policy operates in conjunction with the following organisation policies and standards[links]:

- Policy to address sexual harm
  - [Standards of conduct policy](#)
  - [Media policy](#)
  - [ICT acceptable use policy](#)
  - [Safety, health and wellbeing policy](#)
  - [Code of Behaviour](#)
  - [Model Rules of Association](#)
  - [Volunteer Rural Fire Force Agreements](#)
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## About this policy

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**Purpose**

The purpose of this policy is to:

- show that we are committed to keeping our workplaces free of unacceptable behaviours such as bullying, harassment and victimisation
  - make clear that we will not tolerate unacceptable or unwelcome behaviour
  - support our commitment to be an effective and sustainable organisation with a culture of mutual respect
  - provide you with the information you need to understand:
    - bullying, harassment and victimisation
    - how to prevent it
    - where this is not successful, how to report and resolve concerns
  - support our values/ngā uara:
    - Kia Tika – We do the right thing
    - Manaakitanga – We serve and support
    - Whanaungatanga – We are better together
    - Auahatanga – We strive to improve
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## Definitions

All definitions listed here are relevant to Fire and Emergency and this policy. This means they are the same across all parts and all contexts in Fire and Emergency.

These definitions include when behaviour is not aimed directly at a person but is witnessed by them (e.g. telling a sexualised joke or escapade in a workplace).

## Bullying

### What is bullying?

Bullying is unreasonable and unwanted, repeated and ongoing behaviour towards a person or group that can lead to physical and/or psychological harm.

This covers actions which a reasonable person wouldn't do in similar circumstances. It includes victimising, humiliating, intimidating or threatening a person.

Repeated behaviour can include a range of actions which can be clear, direct and obvious, or more indirect and subtle. It can affect a person's dignity, psychological or physical integrity.

A single incident isn't considered bullying but should be addressed by management, as inappropriate behaviours can escalate if ignored. Also, a single incident, if serious enough, can amount to harassment. See the definition of harassment in the next block of information.

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### Examples of bullying

Examples of bullying include, but are not limited to:

- threats
  - intimidation
  - physical violence
  - shouting
  - interfering with equipment or possessions
  - excluding or isolating a person from colleagues or from work events
  - 'ganging up'
  - defamatory gossip
  - unjustified criticism, such as a manager being unavailable to give feedback then finding fault with work not done as they wanted
  - unjustified threats of dismissal
  - unfair treatment
  - public humiliation
  - setting unrealistic deadlines, over-pressuring, over-working
  - underworking, creating a feeling of uselessness
  - removing responsibility without justification
  - adding responsibility without justification
  - changing targets or deadlines without justification
  - any other means of undermining a person's right to dignity at work.
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**What is not bullying?**

Workplace bullying is not:

- mutually acceptable, well-intentioned friendly banter, good-natured jokes and compliments
- friendships and relationships where the parties' consent to the relationship
- issuing reasonable instructions and expecting them to be carried out
- warning or disciplining someone, including suspension or demotion, in line with our policy and procedures
- insisting on high standards of performance for core responsibilities, as well as in areas such as quality, safety, team cooperation, and attendance
- legitimate criticisms about work performance
- giving critical feedback, including in a performance discussion
- performance improvement or performance management processes
- investigations undertaken in accordance with our policy
- robust discussion about issues or concerns in the workplace
- differences of opinions and non-aggressive conflicts

a single incident of minor unreasonable behaviour.

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**Harassment****What is harassment?**

Harassment is unwanted and unwarranted behaviour that a person finds offensive, intimidating or humiliating. The behaviour is repeated, or significant enough as a single incident, to have a detrimental effect on a person's dignity, safety and wellbeing.

Harassment can be physical, psychological, verbal or visual behaviour. As with bullying, harassment might be clear, direct and obvious, or more indirect and subtle.

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**Examples of harassment**

Harassment is most commonly sexual or racial harassment (both defined below) but can include other forms, such as:

- emotional harassment
  - psychological harassment
  - physical harassment
  - derogatory comments directed at someone's status or role in the organisation.
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**Sexual harassment****Sexual harassment policy**

We will have a stand-alone policy to address sexual harm that covers sexual harassment as well as sexual violence, sexual assault, indecent assault, rape and sexual violation. This policy is due in late 2022.

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**Legal definition and protection**

The [Human Rights Act 1993](#) and the [Employment Relations Act 2000](#) both define sexual harassment. Sexual harassment encompasses:

- making a request of another person for sexual intercourse, sexual contact or other sexual activity that contains an implied or overt promise of preferential treatment or an implied or overt threat of detrimental treatment; and
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- subjecting any person to unwanted or offensive behaviour of a sexual nature, whether spoken or written, visual or a physical act, that is either repeated, or so significant, that it has a detrimental effect on that person in their work for Fire and Emergency.

Under the [Harmful Digital Communications Act 2015](#), it is illegal to make comments or post material online that causes harm. This includes comments and material of a sexual nature see the [Media policy](#).

### What is sexual harassment?

Sexual harassment is unwanted behaviour of a sexual nature. This includes where people have accepted the behaviour, or not voiced concern about the behaviour, due to a threat or implied threat such as fear for their job.

At times people put up with things they find offensive as they feel intimidated or want to be seen as being able to handle it.

In this situation, the person who has caused the harm may not have known the behaviour was unacceptable or have intended to cause harm.

An example of this is people telling sexualised jokes in front of others for whom this is culturally unacceptable. Even if the behaviour was not intended to cause offence and the person is unaware their actions caused offence, they can still be held responsible for their actions.

It is therefore important to note that what people consider inappropriate behaviour may vary from person to person, depending on their background.

Examples of sexual harassment include but are not limited to the following.

### Non-verbal sexual harassment

Examples of non-verbal sexual harassment:

- Making sexual gestures or expressions (e.g. obscene body movements, winking, licking lips)
- Emailing/messaging sexually explicit content
- Giving unwanted personal gifts when a person has indicated they do not want them
- Following and/or blocking a person's path
- Online stalking such as excessive or inappropriate comments or 'likes'.

### Verbal sexual harassment

Examples of verbal sexual harassment:

- Sexualised remarks (e.g. referring to someone as a hunk, stud, manwhore, slut or skank)
- Unwanted requests to go on dates or to spend time outside work hours (e.g. insisting someone go to their home for work outside of work hours when a person has indicated they do not wish to do so)
- Telling others about someone's sex life or spreading rumours about a person's sex life
- Asking about personal sexual information (e.g. sexual fantasies/identity/history)
- Making sexual comments about a person's anatomy, looks, or clothing.

### Physical sexual harassment

Examples of physical sexual harassment:

- Unwanted touching (e.g. pinching, groping, hugging, leaning over, cornering, or trying to give shoulder massages/back rubs)

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- Stalking or following someone
  - Assaulting a person if they won't engage in sexual activity
  - Forcing, threatening or coercing someone to engage in sexual activity.
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## Coercion

Behaviours which promise preferential treatment to coerce a person to accept sexual advances include, but aren't limited to, offers and promises of:

- promotion
- pay rise
- bonuses
- new work equipment.

There can also be implied coercion due to power imbalances by rank or age. For example, being left out of events to which most other brigade members are invited, being part of committees, being subjected to 'hazing' rituals.

In contrast, behaviours that threaten detrimental treatment to coerce a person into accepting sexual advances include, but aren't limited to, intimidation and threats of:

- dismissal
  - demotion
  - pay cut or withdrawal of other entitlements
  - reduction of work hours
  - extra work
  - exclusion.
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## Racial harassment

### What is racial harassment?

Racial harassment is behaviour that is racist (about someone's ethnicity, colour, or national origin) and unwelcome, hurtful, offensive, belittling or threatening and is either repeated or serious enough to have a harmful effect on a person, and expresses hostility, contempt or ridicule.

Examples of racial harassment include, but are not limited to:

- offensive remarks or jokes about a person's race, colour, ethnicity or nationality
  - mimicking how a person speaks, e.g. if they have an accent
  - calling someone a racist name or using 'slurs'
  - racially offensive material in the workplace
  - deliberately mispronouncing a person's name
  - excluding or isolating a person because of their race, colour, ethnicity or nationality.
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## Discrimination

### What is discrimination?

Discrimination is behaviour that results in a person being treated unfairly or less favourably than another person in the same or similar circumstances.

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## Unlawful discrimination

Under the Human Rights Act 1993 it is unlawful to discriminate based on:

- sex – includes pregnancy and childbirth, and discrimination against transgender and intersex people because of their sex or gender identity
  - marital status – includes whether a person is or is not single, married, in a civil union, or in a de facto relationship, divorced, widowed, separated or with a domestic partner
  - religious belief – not limited to traditional or mainstream religions
  - ethical belief – not having a religious belief, whether in respect of a particular religion or religions or all religions
  - colour, race, or ethnic or national origins – includes nationality or citizenship
  - disability – including physical disability or impairment, physical illness, psychiatric illness, intellectual or psychological disability or impairment, any other loss or abnormality of psychological, physiological, or anatomical structure or function, reliance on a guide dog, wheelchair, or other remedial means, the presence in the body of organisms capable of causing illness
  - age – people are protected from age discrimination if they are over 16 years old
  - political opinion – the lack of a particular political opinion or any political opinion
  - employment status – being unemployed, a volunteer, or being a recipient of a benefit under the [Social Security Act 2018](#) or an entitlement under the [Injury Prevention, Rehabilitation, and Compensation Act 2008](#)
  - family status – includes having or not having children or other dependants, being married to, in a civil union, de facto relationship with, or a relative to a particular person
  - sexual orientation – being heterosexual, homosexual, lesbian or bisexual.
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## Examples of unlawful discrimination

Unlawful discrimination covers a wide range of attitudes and behaviours, and includes discrimination against someone because of their past, present or assumed circumstances. For example, it is unlawful to discriminate against someone because they have a mental illness, have had one in the past, or because someone assumes they have a mental illness.

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## Victimisation

### What is victimisation?

Victimisation means punishing a person, or negative behaviour or action towards a person because they were involved in a dispute or complaint (either as the person making the complaint or allegations, witness, support person, person complained about, or otherwise).

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### Legal protection against victimisation

The [Human Rights Act 1993](#) also protects all people from being victimised because they:

- were involved in a dispute
- supported another person to make a complaint
- contacted the Human Rights Commission about harassment or discrimination.

The [Employment Relations Act 2000](#) also protects employees against victimisation of this kind.

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## Accountabilities

### Fire and Emergency New Zealand

Fire and Emergency will work to respond to and minimise workplace bullying, harassment and victimisation. We will do this by:

- establishing and promoting respect for the broad range of human values and character strengths required for Fire and Emergency
- actively looking for ways to support positive workplaces that workers feel are pleasant, fair, rewarding and positively challenging
- encouraging positive leadership styles, and investing in and supporting all our personnel to achieve this
- training key personnel on how to receive bullying and harassment reports and give support and advice
- where appropriate, directing attention towards behaviour rather than people
- aiming to promote harmonious relationships across Fire and Emergency
- giving workers who believe they've been bullied, harassed or victimised a range of options to resolve the issue and access support
- supporting people who are managing complaints on behalf of Fire and Emergency
- offering a range of solutions up to and including taking formal actions, where appropriate
- aiming to repair the working relationship and promote positive work values
- openly discussing bullying, harassment and victimisation in both formal and informal settings
- providing information and training about bullying, harassment and victimisation
- identifying factors that contribute to bullying, harassment and victimisation
- putting effective control measures in place to address those and prevent them from happening again
- ensuring our processes and systems for addressing bullying, harassment and victimisation are fit for purpose and reviewing them regularly.
- managing the recruitment and appointment of staff who are aware and skilled in dealing with bullying and harassment.

### How we will respond to allegations of bullying, harassment and victimisation

When dealing with an allegation of bullying, harassment and victimisation, we will:

- treat all matters seriously
- where appropriate, investigate promptly and impartially
- reasonably support all parties involved
- find appropriate remedies and consequences for confirmed bullying as well as false reports
- communicate the process and its outcome (though not necessarily any action taken against a person if that violates their privacy)
- ensure confidentiality
- apply the principles of natural justice
- keep good documentation
- follow tikanga Māori where required/requested.



**Managers**

Managers agree to:

- ensure personnel are clear on what their roles involve
- intervene early to call out and deal with any unreasonable behaviour before it escalates
- record and, where appropriate, investigate complaints fairly and in line with our policies and processes
- not ignore issues raised
- where there is a conflict of interest, defer responsibility to another manager, where appropriate
- cooperate with investigations
- look for informal solutions (self-help, giving feedback, mediation or facilitation) before escalating an issue to higher levels (such as investigation) where appropriate.

**All personnel**

All personnel agree to:

- tell their manager or supervisor if they experience or see any bullying, harassing or victimising behaviours
  - if the manager is the person considered to be behaving in an inappropriate manner, tell another manager or HR
- try low-level solutions (e.g. talking to the person initially, if safe to do so)
- follow our informal or formal processes (as outlined below) when making a complaint
- keep an eye out for other people and provide support when they see a person being isolated or experiencing reprisals.

## Raising concerns and pathways for resolution

**Introduction**

Raising concerns, as either the person making the complaint or allegations or a bystander, can be challenging. We are committed to ensuring that all personnel who raise concerns are treated fairly and with respect, and to maintaining confidentiality as appropriate.

**Confidentiality**

We will treat bullying, harassment and victimisation confidentially as far as the circumstances allow. Parties to a complaint must maintain confidentiality but may inform those with a genuine need to know, e.g. a formal support person.

We take breaches of confidentiality seriously. We may deem them misconduct or serious misconduct and take appropriate disciplinary action.

**Principles for managing complaints**

We have procedures in place for making and managing complaints to ensure we treat any complaint or query as confidentially as possible, take it seriously, and act on it promptly.

We prefer to provide options, appropriate support and appropriately tailored solutions, rather than taking a 'one size fits all' approach. For example, options can include:

- exploring informal solutions before taking formal action, if this is appropriate
- exploring informal solutions without requiring formal action, if this is appropriate

- proceeding straight to a formal investigation if necessary.

We will:

- apply the principles of natural justice
- treat all parties fairly
- respect and support all parties through the process
- take all practicable steps to prevent retaliation or victimisation against anyone who makes a complaint.

### Raising and managing complaints

There are several methods for responding to bullying, harassment or victimisation, including self-resolution, facilitated resolution and investigations.

We don't expect you to start with self-resolution – it may not be appropriate if the behaviour makes you feel unsafe.

If you can, take notes of incidents – names, dates, times, places, and witnesses – and your response. It is best to note these as close as possible to the time they occur, as they may be used as evidence in a formal complaint.

### To make a complaint

Contact the Behaviour and Conduct Office (BCO) on 0800 470 951 (available Monday to Friday, 9am-5pm) or email [bco@fireandemergency.nz](mailto:bco@fireandemergency.nz)

Or you can complete this [Behaviour and Conduct Office Complaints and Enquiry Form](#) and email it to [bco@fireandemergency.nz](mailto:bco@fireandemergency.nz)

Someone from the BCO will respond to you within 48 hours.

Alternatively, you can talk with a trusted friend or advisor, or seek advice from a colleague, manager, HR representative, Welfare Officer or counsellor ([Vitae](#)).

You can also make a disclosure through Safe@Work Report a Psychological Event ([link](#))

### Sexual harassment complaints

It may be difficult to talk about sexual harassment:

- You may have experienced behaviour which you do not feel is appropriate but are uncertain if it is or could be seen as sexual harassment.
- You may be embarrassed about discussing this, or worry that you will not be believed, or that complaining might make the situation worse and that you might face repercussions for your working relationships.
- You may be worried that complaining could impact your role or impact others.

We take all complaints and disclosures seriously and are committed to empowering all personnel to feel safe to talk about and come forward when people behave inappropriately in the workplace.

**Note:** Before raising concerns, it can be helpful to seek advice and support.

- Identify someone appropriate to tell as soon as possible, or
- Contact the BCO 0800 470 951 (available Monday to Friday, 9am-5pm) or email [bco@fireandemergency.nz](mailto:bco@fireandemergency.nz), or
- Contact the [Safe to Talk sexual harm helpline](#) on 0800 044 343 or text 4334.

For more information, please refer to our Policy to address sexual harm [[link](#)].

**Self-resolution**

You may feel more comfortable dealing with the problem yourself. This will depend on the situation, the people involved, and whether you feel safe to approach the other person.

Self-resolution involves you letting the person who has caused harm know that their behaviour is unwelcome, inappropriate and needs to stop.

This option is only appropriate if:

- it's safe for you to confront the person whose behaviour you consider inappropriate and offensive, and
- the behaviour has not made you feel seriously harmed, and
- you don't feel threatened in approaching the other person.

When attempting to resolve the problem yourself:

- Act quickly – if possible, the person making the complaint or allegations should discuss concerns early with the person behaving inappropriately. Often, the earlier you call out behaviour, the easier it is to stop it.
  - Describe the behaviours. Be as objective and accurate as possible – describing specific incidents can help. Explain how the behaviour is affecting you, and ask the person to stop
  - Explain the next steps – the person making the complaint or allegations should explain what they will do if the behaviour continues (such as formally report the behaviour).
  - Give the other person time to respond to your complaint – both parties should give the other person time to consider what has been said before discussing the best way forward. Some people need to think about what they've been told before they can respond to it. It's also hard for most people to hear they're doing something that is causing someone else discomfort or distress, and that can make them come across as defensive.
  - Behave appropriately – these are often difficult conversations to have and it's important for all parties to safeguard themselves by behaving appropriately no matter how the other person responds.
  - Engage enough support. This may mean that the person making the complaint or allegations talks to someone both before and after they talk to the person complained about. There is a list of support options at the end of this policy.
  - Seek advice via the BCO complaints process.
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**Facilitated resolution**

The person making the complaint or allegations should use this option when they need additional support or are not comfortable having a face-to-face conversation without a third party present, but do not wish to make a formal complaint.

- First, if it's safe, the person making the complaint or allegations should speak to their immediate supervisor or manager about the conduct and seek their guidance on dealing with the situation.
- If their concerns are about their line manager, they can go to their one-up or two-up manager for advice and support.
- They should consider speaking to a support person for advice or assistance. This could include a union or association representative, or a trusted colleague.
- Use informal approaches such as facilitated meetings (generally through HR) to address the conduct effectively. This includes agreeing on a 'road map' for future communications.
- Make sure these outcomes are clearly documented to avoid any confusion about what has been agreed moving forward.

**External intervention**

If the person making the complaint or allegations is not satisfied with the outcome of self-help, informal or formal options, they can seek external intervention through the following organisations:

- [New Zealand Police](#) – report all threats of violence, actual physical violence or other criminal acts to the Police as well as your manager
- the [Human Rights Commission](#) – for complaints about discrimination on one of the 13 grounds prohibited in the Human Rights Act (see [Definitions](#) > Discrimination, above) and for sexual or racial harassment
- [WorkSafe](#) – for complaints about a breach of the duty of care to take all practicable steps to provide a safe workplace, e.g. workplace bullying
- the Ministry for Business, Innovation and Employment's [Mediation Services](#) – to help resolve employment relations problems:
  - between the employee and the organisation, or
  - between two employees – if both parties agree, the employees can attend mediation to work out a way forward in which they can work together while upholding both parties' rights
- [Employment Relations Authority](#) – for employees to lodge a personal grievance (PG) for claims such as unjustified disadvantage or constructive dismissal.

**Note:**

- This is for action against the employer, i.e. the organisation, not a person.
- The ERA will almost always require good faith attempts at mediation before it will hear and determine a grievance – employees should approach the mediation service first.

**Malicious complaints**

All processes will be carried out on the basis that the person making a complaint or allegation has done so in good faith. However, if we find that a complaint was frivolous, false or malicious, we may take disciplinary action against the person making the complaint or allegations.

**Misconduct and serious misconduct**

Conduct may amount to misconduct or serious misconduct if:

- an allegation of harassment, bullying or victimisation is substantiated
- if any part of this policy or our Standards of Conduct is breached.

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|---------------------------|--|
| <b>Potential outcomes</b> | The outcomes of a breach of this policy will depend on all the circumstances of the situation. Conduct that amounts to misconduct or serious misconduct will be addressed via appropriate disciplinary action.   |
| <b>Interim measures</b>   | <p>Interim measures should in no way be interpreted as anticipating or determining the outcome of the complaint but as a way of ensuring the safety, health and wellbeing of both parties.</p> <ul style="list-style-type: none"> <li>• One of the parties may be reassigned/relocated to another area of the organisation until the investigation is complete.</li> <li>• One of the parties may choose to take a voluntary leave of absence until the investigation is complete.</li> <li>• Depending on the nature of the claim(s), one party may be suspended pending the outcome of the investigation.</li> </ul> <p>The person who has experienced unwanted behaviour will not be required to meet with or participate in any activity with the person they are laying the complaint against unless they give their consent for this to happen.</p> <p><b>Note:</b> If you have experienced unwanted behaviour while at work because of behaviour by anyone not a member of Fire and Emergency personnel, we may not be able to carry out an internal process.</p> <p>However, you do not have to accept harmful behaviour from visitors or members of the public while you are at work.</p> <p>You can attempt to resolve the matter through self-resolution. If you do not feel comfortable dealing with it yourself, talk to your manager or another appropriate person. They can take steps to protect you from further harm as appropriate to the situation, for example, by removing the person from your workplace or raising the issue with their employer.</p> <p>We can also support you to make a complaint through external agencies, if you choose to do so, and ensure that wellbeing support is available to you.</p> |

## Bystanders and upstanders

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|--|---|
| <b>Who are bystanders and upstanders?</b>    | <p>Bystanders and upstanders play an important role when they witness bullying, harassment, or victimisation:</p> <ul style="list-style-type: none"> <li>• A bystander is someone who observes unacceptable behaviour.</li> <li>• An upstander takes steps to help or support the person being harmed.</li> </ul>   |
| <b>What we expect</b>                        | <p><b>We expect you to speak up when you see unacceptable behaviour, where it is safe to do so.</b> The process is similar to the <a href="#">Safe Person Concept</a>, where you take responsibility for ensuring that the work environment is safe and team members are operating in a safe place.</p>   |
| <b>What bystanders and upstanders can do</b> | <p>Bystanders and upstanders have different options, depending on the circumstances. These include:</p> <ul style="list-style-type: none"> <li>• speaking with the person who was subjected to the behaviour and making them aware of their options</li> <li>• approaching the person who is displaying the behaviour and explaining what you have seen and why you do not feel it is appropriate</li> <li>• raising the matter with a manager</li> </ul> |

- reporting the issue to Safety, Health and Wellbeing, HR, a peer supporter or Union or Association representative.

Bystanders and upstanders should feel able to speak up to help us rid our workplaces of inappropriate behaviours.

It is not acceptable to:

- support people initiating unwanted behaviour
- turn a blind eye to unwanted behaviour and walk past it.

If you have witnessed bullying, harassment or victimisation, advise an appropriate person immediately, and remember that support and advice are also available for you.

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## Links, resources and support

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### Behaviour and Conduct Office

You can contact our Behaviour and Conduct Office (BCO) to seek information, get advice or make a complaint.

Contact the BCO on 0800 470 951 (available Monday to Friday, 9am – 5pm) or email [bco@fireandemergency.nz](mailto:bco@fireandemergency.nz)

You can complete this [Behaviour and Conduct Office Complaints and Enquiry Form](#) and email it to [bco@fireandemergency.nz](mailto:bco@fireandemergency.nz)

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### New Zealand Police

Report threats of violence, actual physical violence or other criminal acts to the Police:

- Phone 111 for emergencies
- Phone 105 for non-emergencies
- Go to your local police station

For sexual harm:

- go to <https://www.police.govt.nz/advice-services/sexual-assault-and-consent>
- email: [ASA@police.govt.nz](mailto:ASA@police.govt.nz)

New Zealand Police can also help you access [specialist support](#).

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### Internal support options

You can contact:

- your line manager or supervisor
  - an [HR representative](#) in your area
  - [WFENZ](#)
  - [Safety, Health and Wellbeing reps](#)
  - [Welfare Liaison Officers](#)
  - [Pou Takawaenga Māori](#)
  - [Hiwa-i-te-rangi](#)
  - [Whiria te Tāngata – Rainbow Network](#)
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**Safety, health and wellbeing support**

Information is available on the Portal > [Seek safety, health and wellbeing support](#)

You can access confidential advice and counselling for work-related and/or personal issues.

Short-term support is available to all personnel and immediate family members at no cost. You can self-refer (24 hours, seven days a week service).

Vitae Services on 0508 664 981 or [www.vitae.co.nz](http://www.vitae.co.nz)

**Unions and Associations**

You can contact:

- [PSA](#)
- [NZPFU](#)
- [FECA](#)
- [UFBA](#)
- [RPA](#)

**Sexual harassment**

For those affected by sexual harassment, external support options include the [Safe toTalk](#) sexual harm helpline, which helps people to engage with local specialist sexual violence support agencies. A [directory](#) for specialist support providers is also available.

**Mediation services**

The Ministry of Business, Innovation and Employment provides free mediation services. When a party brings a personal grievance, it will be referred to mediation. It is not necessary to bring a personal grievance to gain access to the free mediation when there is a workplace relationship problem. The service mediates between employees, or between an employee and the organisation.

Contact Mediation Services on 0800 800 863 or visit their webpage <https://www.employment.govt.nz/resolving-problems/steps-to-resolve/mediation/>

**WorkSafe NZ**

As the health and safety regulator, WorkSafe provides resources about managing health and safety risks. They can also receive complaints about breaches of obligations under the [Health and Safety at Work Act 2015](#) to take all reasonably practicable steps to provide a safe workplace.

Contact WorkSafe on 0800 030 040 or visit <https://worksafe.govt.nz/>

**Human Rights Commission**

The Human Rights Commission offers a free service to deal with both informal enquiries and complaints related to discrimination and racial and sexual harassment issues.

Contact the Human Rights Commission on 0800 496 877 or visit <https://www.hrc.co.nz/>

**Office for Disability Issues**

The Office for Disability Issues is the focal point in government for disability issues, supporting implementation of the United Nations Convention on the Rights of Persons with Disabilities and the New Zealand Disability Strategy.

Contact the Office for Disability Issues on 04 916 3300 or visit <https://www.odi.govt.nz/>

**Legislation**

[Health and Safety at Work Act 2015](#)

[Human Rights Act 1993](#)

[Employment Relations Act 2000](#)[Fire and Emergency New Zealand Act 2017](#)[New Zealand Bill of Rights Act 1990](#)[Privacy Act 1993](#)[Crimes Act 1961](#)[Harmful Digital Communications Act \(2015\)](#)[Victims' Rights Act \(2002\)](#)[Social Security Act 2018](#)[Injury Prevention, Rehabilitation, and Compensation Act 2001](#)

## Document information

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|---------------|-----------------------------------|
| Owner         | Office of the Chief Executive     |
| Steward       | DCE Office of the Chief Executive |
| Last reviewed | 26 October 2021                   |
| Review period | Yearly                            |

## Record of amendments

| Date         | Brief description of amendment  |
|--------------|---|
| July 2022    | Updates to remove references to the sexual harm policy which is still in development  |
| October 2021 | <ul style="list-style-type: none"> <li>• New block added to Introduction about Relevant organisational policies</li> <li>• Clarification added to Definitions section about witnessing behaviour</li> <li>• More detail added to definition of sexual harassment and reference/link to Addressing sexual harm added.</li> <li>• In Raising concerns and pathways for resolution section: <ul style="list-style-type: none"> <li>○ Raising and managing complaints and To make a complaint blocks revised</li> <li>○ Self-help block (renamed Self-resolution) discusses reasons for this option in more detail</li> <li>○ Formal intervention, Internal processes for volunteers and Anonymous complaints block removed</li> <li>○ Malicious complaints and Misconduct and serious misconduct blocks revised</li> <li>○ Interim measures block added</li> </ul> </li> <li>• How to make a complaint section removed (content moved to To make a complaint block, above)</li> <li>• Support options and contacts added to Links, resources and support section.</li> </ul> |
| August 2020  | Initial version.  |